

**WATER SERVICE RULES
OF THE
CORNING MUNICIPAL UTILITIES**

Amending or Replacing Prior Versions – Effective September 8th, 2022

Water Service

An application for service is required for all services, and shall be filed at the utility business office. A deposit intended to guarantee payment of bills for service may be required prior to approval of the service application. The deposit will be equal to the average usage for a given property in a 12-month timeline. In the event that a landlord files a request exempting their property from the renter's service, the renter's deposit will increase to three times the average usage.

In all standard service extensions, the customer shall furnish, own and maintain all facilities up to the corporation stop attached to the tapping saddle on the main. For all new services, Customers will be charged a non-refundable fee. Within that fee, the utility will install the saddle and corporation stop, and attach the customer's service line to the main. Each occupancy shall maintain a meter (no master metering).

Other service connections are available at the option of the utility and may require a contribution in aid of construction or an advance for construction costs. Commercial service upgrades have been capped at \$6000. Extension policies, including charges and other terms and conditions, shall be established by the governing body. Where a customer contribution in aid of construction or an advance for construction costs is required, the governing body may waive such requirements in whole or in part upon a determination that the waiver is in the public interest. Such waiver, when entered in the minutes of the governing body, shall not be considered a discriminatory practice.

Operation Practice

The utility shall make all reasonable efforts to eliminate interruption of service. Whenever the service is interrupted for the purpose of working on the water system, all customers will be notified in advance, whenever possible and practical to do so.

The utility shall in no event be held responsible for any claims made against it by reason of the breaking of any mains or service pipe, or by reason of any other interruption caused by the malfunction of equipment or stoppage for necessary repairs; and no person shall be entitled to damages nor refund of payment for any interruption of service deemed necessary by the utility.

Materials and Locations

All piping from the main to the curb-box or valve shall be either type K copper, ductile iron, or C900 pipe. All curb boxes or valves shall be located in the right-of way, on the property associated with the service; unless that service is located outside the limits of Corning. That curb box shall be located as close to the main as possible.

Trench shall allow for 40" inches of cover over the installed line. Service line must extend a minimum of 4 1/2" inches inside basement wall. Service line must be a minimum of 1 foot and a maximum of 4 feet above finished floors, and in a heated area. The customer is required to install a valve directly inside wall and after the water meter assembly.

Backflow Prevention

All new services, replaced or repaired service lines, and water piping work within six feet of the meter shall have a double check backflow prevention device installed. Units can be purchased from CMU.

Meters

The utility shall provide, maintain and own the metering. It is the customer's responsibility to protect and allow reasonable access to the metering, including space for repair or replacement. Customers shall not enclose or build around metering without allowing for access.

Meter Pit Requirements

Meter Pits are required for all structures that maintain any portion of the water service line above frost depth, and/or does not maintain an accessible and heated basement.

Water Meter Pits are available for purchase from the utility for standard service. For standard 5/8"-3/4" service, the utility requires a Mueller/Hunt Thermal Coil meter box.

If a meter box is needed to be built to house an odd sized or depth, a plan will need to be submitted for approval showing the construction and what type of materials will be used. Meter pits shall be installed in a manner that resists all infiltration.

Service Line Leaks

Once a customer has been notified of a service line leak, the customer (unless granted special circumstance from the general manager) has 7 days to repair the leak. After that time, all additional leak volumes will be estimated and billed to the customers account. After 14 days, the utility will dig up and repair the leak. All costs will be put on the account, and if unpaid will be assessed to the property taxes at the nearest quarter.

Non-Working Curb Boxes/Valve

Once a customer has been notified of a non-working curb box and or valve, the customer will have two weeks to repair the problem. After that time, the utility will repair the problem. All costs will be put on the account, and if unpaid will be assessed to the property taxes at the nearest quarter.

Tampering or Theft

Tampering with the Utility's equipment, including but not limited to breaking of

meter seals, opening or damaging of metering or locks, interference or unauthorized work on utility equipment may result in disconnection. The utility may disconnect service to the customer and remove the meters and metering equipment in the event of such diversion or tampering. The customer shall be responsible for payment of all costs associated with diversion or tampering.

Meter Bottoms

Meter bottoms can be purchased for \$8.00 or installed by CMU for \$30.00.

Hydrant Meters

A hydrant meter may be set up depending on circumstance for a \$100 fee plus usage.

CUSTOMER RELATIONS

APPLICATION FOR SERVICE

Application for service shall be filed at the utility's business office. At the time of application, the applicant shall be given an opportunity to designate a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit. As soon as practicable after the approval of the application, the utility shall supply service to the applicant in accordance with these rules and at a rate established by the utility for the applicant's appropriate class of service.

CUSTOMER DEPOSITS

A deposit intended to guarantee payment of bills for service may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon twelve days written notice of the need for such deposit.

Credit Criteria for Initial Deposits

The requirements of an initial deposit shall be determined by application of the following criteria:

- a. No initial service deposit shall be required of an applicant: 1) who has previously established a credit history with the utility; 2) whose twelve most recent bills from the utility were timely paid (including one automatic forgiveness of a late payment); and 3) whose new service is subject to the same rate classification as that for which the payment history was established. Reasonable proof of an equivalent recent payment history for similar service from another utility may be accepted by the utility.
- b. An initial service deposit not exceeding the highest monthly billing for

service during the previous twelve month period shall be required of an applicant for service who does not meet the credit criteria of subparagraph "a" above.

Credit Criteria for New or Additional Deposits

A new or additional deposit may be required of a current customer whose initial deposit has been refunded or is found to be inadequate. The new or additional deposit shall ensure a total deposit equal to the highest monthly billing for service during the previous twelve month period and shall apply to customers who make two late payments in a twelve month period, including one automatic forgiveness of late payment.

Deposit Calculation Criteria

In calculating customer deposits which may be based on the maximum estimated charge for a billing period, the amount shall be determined from the highest meter reading period of the previous year. The maximum level of consumption so determined, may be adjusted for reasonably determinate differences in the likely level of energy consumption, including: number of persons served, change in the type of nonresidential service; and, the installation or removal of energy conservation or alternative energy measures. Where the service connection was not previously metered, the maximum estimated charge shall be based on comparable existing service of the utility.

Interest on Deposits

No interest shall be paid on customer deposits.

Record of Deposits - Unclaimed Deposits

The utility shall maintain a record of all deposits. The record of each unclaimed deposit shall be maintained for a period of three years from the date service is terminated. During that period, the utility shall make a reasonable effort to return the deposit. Deposits remaining unclaimed one year after termination of service will be transferred to the state in accordance with Chapter 556, Code of Iowa.

Refund of Deposit

A deposit shall be refunded after twelve consecutive months of prompt payment (which may be eleven timely payments and one automatic forgiveness of late payment). For refund purposes, the account shall be reviewed for prompt payment after twelve months of service following the making of the deposit and for each twelve-month interval terminating on the anniversary of the deposit. Upon termination of service, the deposit plus accumulated interest (if applicable), less any unpaid utility bill of the customer, shall be reimbursed to the customer or other person who made the deposit.

BILLING INFORMATION

Rates

Customers shall be billed on a monthly basis according to the current rate schedule for service received during the billing period. In addition, the bill will include service costs applicable to the billing period. Customers will be billed a meter charge/access charge and consumption per the current adopted rate schedule.

Multi-dwelling (residential or business) structures will be billed an access per the number of available units unit separately metered unless all other services are disconnected.

Billing Form

The following information shall be included on the billing form or made available to the customer at the utility's business office:

- a. The actual or estimated meter readings at the beginning and end of the billing period.
- b. The date of the meter readings.
- c. The number and kind of units metered.
- d. Reference to the applicable rate schedule.
- e. The account balance brought forward and amount of each net charge, and total amount currently due. In the case of prepayment meters, the amount of money collected shall be shown.
- f. The last date for timely payment shall be clearly shown and shall be not less than twenty days after the bill is rendered.
- g. A distinct marking to identify an estimated bill or meter reading.
- h. A distinct marking to identify a minimum bill.
- i. Any conversions from meter reading units to billing units or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments used in determining the bill.

When Payable -- Late Payment Penalty

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the time it is rendered. A bill shall be considered rendered by the utility when deposited in the U.S. mail with postage

prepaid or when delivered by the utility to the last known address of the party responsible for payment. Bill payments received by the utility on or after the delinquent date shall be for the gross amount stated on the bill which shall include a late payment penalty of 1.5% per month of the last due amount. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year. The customer shall be informed of the use of the automatic forgiveness by phone or in person, by posting to the next bill, or by separate mailing.

Partial Payments

When a partial payment is made prior to the delinquent date and without designation as to the service being paid, the payment shall be credited pro rata between the bill for municipal utility services and related taxes. Payments for municipal services made during the winter disconnection moratorium maybe credited to services, other than water, at the customer's request.

Where Payable

Bills shall be paid by mail, by direct deposit through a financial institution, by deposit in a designated receptacle, in person at the utility's business office, or electronic payment

Level Payment Plan (Budget Billing)

All residential customers or other customers whose consumption is less than one thousand cubic feet per month may select a level payment plan. The plan shall:

- a. be offered when the customer initially requests service.
- b. have a date of delinquency changeable for cause in writing; such as, but not limited to, fifteen days from approximate date each month upon which income is received by the person responsible for payment.
- c. provide for entry into the level payment plan at any time during the calendar year.
- d. have level payments equal to the sum of estimated charges provided by the number of standard billing intervals, all for the next twelve consecutive months.
- f. carry forward any account credit or debit on the anniversary of the plan which shall be added to the estimated charges in determining the level payment amount for the next year. Unpaid level payments shall not be carried forward.
- g. have the level payment amount computed at the time of entry into the plan. It may be recomputed on each anniversary, when requested by the customer, or whenever price or consumption, alone or in combination result in a new estimate differing by ten percent or more from that in use.

When a customer's payment level is recomputed, the customer shall be notified of the revised payment amount and the reason for the change. The notice shall accompany the bill prior to the bill affected by the revised payment amount.

- h. provide that the account be balanced upon termination of service or withdrawal from the plan.
- i. regardless of account balance, provide that a delinquent bill payment shall subject the customer to a late payment penalty on the level payment amount and to other procedures for collection and termination of service.

Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay in full may be offered the opportunity to enter into a reasonable agreement to pay in accordance with similar applicable rules of for natural gas and electric service.

Minimum Bill

The minimum bill provided for in the rate schedule for each class of service will apply to any billing period during which the service remains connected and the minimum quantity of service is not used.

Temporary Disconnections

The utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. The customer shall be required to pay a fee for such service in an amount to be determined by the governing body.

Service Calls

The utility shall investigate leak calls, curb box locations, and water pressure issues, without charge to the customer. In providing these services as a convenience to its customers, the utility, its employees, and/or the municipality offer no warranty, express or implied, as to the operating condition of customer piping and appliances. For other services, such as adjustments to customer piping and appliances, the customer shall be advised to contact a qualified plumber, appliance dealer, or contractor.

Customer Requested Meter Tests

The utility will periodically inspect and test meters in accordance with accepted engineering practice. In addition to regular testing, the customer may request a meter test, providing that such tests need not be made more frequently than once each eighteen months. The customer or the customer's representative may be present when the meter is tested and the results shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the cost of the test in an amount established by the governing body.

Adjustment of Bill for Meter Error

Bills which are incorrect due to billing errors or faulty metering installation are to be adjusted as follows:

- a) Fast Metering. Whenever a metering installation is tested and found to have over registered more than two percent, the utility shall recalculate the bills for service.
 - 1) The bills for service shall be recalculated from the time at which the error first developed or occurred if that time can be definitely determined.
 - 2) If the time at which the error first developed or occurred cannot be definitely determined, it shall be assumed that the over registration has existed for the shortest time period calculated as one-half the time since the meter was installed or one-half the time elapsed since the last meter test unless:

If the recalculated bills indicate that \$5 or more is due to an existing customer, or \$10 or more is due to a person who is no longer a customer of the utility, the utility shall refund the full amount of the calculated difference between the amount paid and the recalculated amount. Refunds shall be made to the two most recent customers who received service through the metering, installations during the time the error existed. In the case of a previous customer who is no longer a customer of the utility, a notice of the amount subject to refund shall be mailed to such previous customer at the last known address, and the utility shall, upon demand made within three months thereafter, refund the same. Refunds shall be completed within six months following the date of the metering installation test.
- b) Slow Metering. Whenever a meter is found to be more than two percent slow, the tariff may provide for a back billing the customer for the amount the test indicates has been under charged for the period of inaccuracy. When the average error cannot be determined by test because of failure of part or all of the metering equipment, the tariff may provide for use of the registration of check metering installation, if any, or for estimating the quantity consumed based on available data. The customer must be advised of the failure and of the basis for the estimate of quantity billed.
 - 1) The utility may not back bill due to under-registration unless a minimum back bill amount is specified in the tariff. The utility may not back bill due to under-registration unless a minimum back bill amount is specified for back billing. It shall not be less than, but may be greater than, \$5 for an existing customer or \$10 for a former customer. All recalculations resulting in an amount due equal or greater than the tariff specified minimum shall result in issuance of a back bill.
 - 2) The period for back billing shall not exceed the last six months the meter was in service unless otherwise ordered by the board.
 - 3) Back Billings shall be rendered no later than six months following the date of the metering installation test.
- c) Billing adjustments due to fast or slow meters shall be calculated on the basis that the meter should be 100 percent accurate. For the purpose of billing

adjustment the meter error shall be one-half of the algebraic sum of the error at full-rated flow plus the error at check flow.

d) When a customer has been overcharged as a result of incorrect reading of the meter, incorrect applications of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the over-charge shall be adjusted, refunded, or credited to the customer. The time period for which the utility is required to adjust, refund, or credit the customer's bill shall not exceed five years.

e) Undercharges. When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the undercharge may be billed to the customer. The period for which the utility may adjust for the undercharge shall not exceed five years unless ordered by the board. The maximum back bill shall not exceed the dollar amount equivalent to the tariffed rate for the like charges (e.g., usage-based, fixed, or service charges) in the 12 months preceding discovery of the error.

Returned Checks

A service charge in an amount established by the governing body shall be assessed to any customer whose check is returned unpaid by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the check is not made good and the service fee not paid prior to the delinquent date of the bill. If two or more checks are dishonored within a six month period, the utility may require future payments to be by cash, cashier's check, postal money order or electronic transfer.

DISCONNECTION OR DENIAL OF SERVICE

The utility reserves the right to disconnect or deny service to any water account. Rules and procedures will mirror those defined by the Iowa Utility Board for Electric and Gas services excluding the winter moratorium.

A reconnection fee in an amount established by the governing body shall be applicable when service has been disconnected pursuant to this section.